



# City of Appleton

Office of the Clerk/Treasurer  
323 W. Schlieman Ave • Appleton, MN 56208  
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May 19, 2020

## Phased Re-Opening Appointment Scheduling

After much discussion on the time that typical transactions take for Water, Sewer, & Garbage, Cemetery, Permitting, General and Deputy Registrar, the city's Accounting Officer and myself have formulated the following schedule:

### Monday, Wednesday and Friday Schedule with the office open from 8:00 am to 12:00 pm

Appointment Schedule – A Simple Transactions	Appointment Schedule B- Complex transactions
8:15 am	8:15 am
8:30 am	8:45 am
8:45 am	9:15 am
9:00 am	9:45 am
9:15 am	10:15 am
9:30 am	10:45 am
9:45 am	11:15 am
10:00 am	11:45 am
10:15 am	
10:30 am	
10:45 am	
11:00 am	
11:15 am	
11:30 am	
11:45 am	

### Tuesday & Thursday Schedule with the office open from 1:00 pm to 5:00 pm

Appointment Schedule – A Simple Transactions	Appointment Schedule B- Complex transactions
1:00 pm	1:00 pm
1:15 pm	1:30 pm
1:30 pm	2:00 pm
1:45 pm	2:30 pm
2:00 pm	3:00 pm
2:15 pm	3:30 pm
2:30 pm	4:00 pm
2:45 pm	
3:00 pm	
3:15 pm	
3:30 pm	*Note* All motor vehicle transactions must be
3:45 pm	completed by 4:30 pm due to end of day reports
4:00 pm	
4:15 pm	
4:30 pm	
4:45 pm	



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Simple transactions are those that can be completed successfully in the 15 minute time slots. These will be most of the items listed under the Water, Sewer & Garbage department, Cemetery, Permitting, General and limited Deputy Registrar Transactions.

The Complex transactions are those that will take over 15 minutes to complete and could include new resident service set up, cemetery purchases, title transfers more complex in nature or those that have multiple titles to transfer and the limited drivers license services.

All times can be found in the attached table of City Office Transaction Descriptions and Estimated Completion Time.

Sincerely,

Emma Haugen  
Clerk/Treasurer

## City Office Transaction Descriptions and Estimated Completion Time

Department	Transaction	Details	Estimated Time
<i>Water, Sewer, Garbage</i>	Utility Payment	Amount of Bill known	3 minutes
	Utility Payment	Amount of bill not known	5 minutes
	Garbage Tags		5 minutes
	Set Up Service	New Resident	20 minutes
	Service Changes	Existing resident	10 minutes
	General Inquiry	Bill amount, past due, etc	5 mins to 20 mins
<i>Cemetery</i>	Purchase	New-no pre-indicated selection	20 minutes
	Purchase	New-pre indicated selection	10 minutes
	Grave staking	Known location of party	10 minutes
	Grave staking	No location known	15 minutes
	Research		20 minutes
<i>Permitting</i>	Building Permit	Form filled out prior to appt	10 minutes
	Building Permit	Form not filled out	15 minutes
	Animal License	Form filled out prior to appt	10 minutes
	Animal License	Form not filled out	15 minutes
	Conditional Use Permit	Obtain form and ask questions	15 minutes
	Conditional Use Permit	Drop off form	10 minutes
	ATV Permit	Form filled out prior to appt	10 minutes
	ATV Permit	Form not filled out	15 minutes
	Gambling Permit		10 minutes
	Liquor Licensing	Form filled out prior to appt	10 minutes
	Liquor Licensing	Form not filled out	15 minutes
<i>General</i>	Notary		10 minutes
	Accounts Recievable Bills	Payment's from customer	10 minutes
	Brush Site	Concrete Disposal	10 minutes
	Brush Site	Appliance Disposal	15 minutes
	Election Sign Up	Form filled out prior to appt	10 minutes
	Election Sign Up	Form not filled out	20 minutes
<i>Deputy Registrar</i>	Motor Vehicle	Title Transfer - In State 1 title	15 minutes
	Motor Vehicle	Title Transfer-Out of State 1 title	25 minutes
	Motor Vehicle	Title Transfer-New Vehicle 1 title	30 minutes
	Motor Vehicle	Turn in misc. paperwork to state	15 minutes
	Motor Vehicle	Renewal-Passenger class 1 vehicle	10 minutes
	Motor Vehicle	Renewal-Farm Class 1 vehicle	10 minutes
	DNR	Renewal	10 minutes
	DNR	Title/Registration Transfer	15 minutes
	DL	Duplicate/Lost License	20 minutes
	DL	Disability Permit	25 minutes
	DL	CDL Ceritfications	20 minutes

